

## REFUND REQUEST

Customer Name on Agreement and on Refund Check :

Russell Rice

Amount Paid : \$21,301.90

Agreement #:

Payment Method: Wire Transfer

Quote: BHAR20181116

### Reason for Refund Request:

Green Terra Homes unable to make delivery of panelized home within their described time-line. Numerous attempts to get this resolved. Requesting full refund of amount wired, plus loss of funds due to delay in product delivery. The inability of Green Terra Homes to deliver as stated has caused excessive financial hardship beyond initial amount paid. Requesting additional financial hardship funds of \$25,000. for a total refund of \$46,301.90.

Mailing Address for check:

Russell Rice

Email: [REDACTED]

Please make sure that the email, address and name above is correct - as checks will be issued in that name and mailed to the address requested on this form. Please email completed form to hg@greenterrahomes.com or mail it to our mailing address below. Per our refund policy (see link below), please allow 45-60 business days from the date we receive the request, for processing and decision. We will notify you via email when Refund is disbursed and mailed along with a statement of account.

Refund Policy Reviewed: <https://shop.greenterrahomes.com/pages/timelines-and-production>

Printed Name: Russell Rice

[REDACTED] 12/6/2018

Signature Date

OFFICE USE : \_\_\_\_\_

Date received: \_\_\_\_\_ Date Processed: \_\_\_\_\_ Amount Refunded: \_\_\_\_\_

Agent Signature: \_\_\_\_\_